



Kia America, Inc.

Corporate Headquarters

111 Peters Canyon Road, Irvine, CA 92606-1790 USA

RENOTIFICATION IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 21V331)

This notice applies to your vehicle: (Insert VIN)

DECEMBER 4, 2024

THIS IS A RENOTIFICATION OF AN EARLIER COMMUNICATION ISSUED ON JULY 2, 2021, WHICH NOTIFIED ALL OWNERS OF THE AFFECTED 2014-2015 MY KIA SORENTO VEHICLES OF A SAFETY RECALL. OUR RECORDS INDICATE THAT YOU ARE THE CURRENT REGISTERED OWNER OF THIS VEHICLE AND THAT THIS RECALL HAS NOT BEEN COMPLETED.

KIA IS REQUESTING THAT YOU CONTACT AN AUTHORIZED KIA DEALERSHIP IMMEDIATELY TO SCHEDULE AN APPOINTMENT TO INSPECT THE HECU AND IF A LEAK IS FOUND, KIA WILL REPLACE THE HECU WITH A NEW ONE AT NO COST FOR PARTS OR LABOR TO YOU. A NEW MULTI-FUSE WILL ALSO BE INSTALLED AT NO COST TO YOU.

IF YOU HAVE ALREADY TAKEN YOUR VEHICLE TO A KIA DEALER AND HAD THIS SAFETY RECALL PERFORMED, PLEASE DISREGARD THIS NOTICE.

IMPORTANT SAFETY RECALL

(NHTSA Recall Number: 21V331)

This notice applies to your vehicle: (Insert VIN)

July 2, 2021

Dear Kia Sorento Owner:

Kia has identified a defect in your vehicle which relates to motor vehicle safety.

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Kia America, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2014-2015 MY Kia Sorento vehicles. The defect can result in a fire in your vehicle's engine compartment. Our records indicate that you own or lease one of the potentially affected vehicles.

What Is the Problem?

The Hydraulic Electronic Control Unit (HECU) controls the Anti-Lock Braking System (ABS), Electronic Stability Control System (ESC) and Traction Control System (TCS) in your vehicle. Brake fluid may leak internally inside the HECU, which over time, can result in an electrical short circuit while the vehicle is parked or being driven. An electrical short circuit inside the HECU increases the risk of an engine compartment fire, even when the vehicle is turned off, increasing the risk of injury. The illumination of the Malfunction Indicator Light (MIL) , ABS warning light , burning/melting odor and/or smoke from the engine compartment can occur.

Kia Will Inspect the HECU And If A Leak Is Found, Kia Will Replace the HECU With A New One At No Cost for Parts Or Labor To You. A New Multi-Fuse Will Also Be Installed At No Cost To You.

In October 2020, Kia sent a letter notifying you of a safety recall (20V519) involving the HECU assembly in your vehicle. You may have already completed the repair identified in that original recall. However, since the mailing of that notice last year, Kia has been working to enhance the HECU's protection against an over-current condition in the HECU's electrical circuit board and mitigate the risk of a fire caused by an internal electrical short circuit. This enhanced remedy (a new multi-fuse) is now ready to be installed in your vehicle.

Kia has advised its authorized dealers to inspect the HECU for leaking brake fluid. If brake fluid is leaking, the HECU will be replaced with a new one at Kia's expense at no cost to you. In addition, a new multi-fuse will be installed, which contains a 30-amp fuse instead of a 40-amp for the HECU circuit. The actual time required to perform the repair will be approximately 2 to 3 hours. However, your vehicle may be needed longer. We recommend scheduling a service appointment to minimize inconvenience. Please contact your dealer for an exact estimate of how long they may need your vehicle for this repair.

What Should You Do?

- In the interest of the safety of your passengers, as well as your own safety, please immediately contact your Kia dealer to arrange for the recall repair to be conducted.
- **Park your vehicle outdoors and away from other vehicles or structures until you have the recall repair performed.**
- To find your nearest dealer, visit www.kia.com and click the "Find Dealer" button in the upper right corner ("Dealers" on a mobile device). You can also use the QR code below with your mobile device to access this information (*see the bottom of this letter for more information about QR code use*).



What If You Have Already Paid To Have This Situation Corrected?

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may submit your receipts online to Kia via the Owners section of www.kia.com or mail your receipts with a copy of the attached Request for Reimbursement form directly to Kia for review and consideration:

Kia Customer Care
Kia America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542

Pursuant to the General Reimbursement Plan issued by Kia pursuant to Federal Regulation 49 CFR 573.13, Kia will use its best efforts to respond to your claim within sixty (60) days of receipt and at that time Kia may either accept or reject that claim or it may request more information to evaluate the claim.

Have You Changed Your Address Or Sold Your Kia?

If you have changed your home address, sold your Kia vehicle, or no longer own your vehicle, please complete the attached prepaid "Change of Address/Ownership" card and mail it to us. You can also contact the Kia Customer Care Center phone number listed above.

What If You Are A Vehicle Lessor?

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What If You Have Other Questions?

If your dealer does not respond to your service request in a timely manner, we suggest that you call Kia's Customer Care Center at 1-800-333-4542. This number has TTY capability. If you still are not satisfied that we have remedied this situation without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

This action has been taken in the interest of your safety, and we regret any inconvenience this situation may cause you.

Sincerely,

Customer Care Department

QR Code Use:

- A QR Code is a square, 2-dimensional barcode that can be read by mobile devices loaded with an appropriate barcode or **QR Code Reader App**. The app reads the barcode image and then launches/uploads the specific information the code contains, such as URLs, text, photos, videos.
- With a mobile device, **download a QR Code Reader App**. With many devices, you can do this through an app store or marketplace.
- **Open the QR Code Reader App on your mobile device. The app will utilize your device's camera.** Center the code in the camera viewing area. With some apps, the URL or other information will automatically load when the code is recognized. For others, you may have to snap or take a picture of the QR code. Refer to the **QR Reader Code App instructions**.

REQUEST FOR REIMBURSEMENT FORM
SC212 -2014-2015 MY SORENTO HYDRAULIC ELECTRONIC CONTROL UNIT (HECU)
SAFETY RECALL CAMPAIGN

If you have incurred expense to remedy this issue prior to the date of this notice, you may have the opportunity to obtain reimbursement for that expense. You may **submit your receipts online to Kia via the Customer Campaign Reimbursement section found at this link:** <https://customer.kiausa.com>.

If you do not have access to a computer or prefer to submit your request by mail, please complete this Request for Reimbursement and mail it to the following address for review and consideration, along with backup documentation:

Kia Customer Care Center
Kia America, Inc.
P. O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542

Please allow at least sixty (60) days for review and response.

Customer First Name:		Customer Last Name:																		
Customer Address:																				
Customer City:		State:																		
		Zip:																		
Phone #:	() -	Email:																		
Vehicle Identification Number:	<table border="1" style="width: 100%; text-align: center;"><tr><td style="width: 25px; height: 25px;"></td><td style="width: 25px; height: 25px;"></td><td style="width: 25px; height: 25px;"></td><td style="width: 25px; height: 25px;"></td><td style="width: 25px; height: 25px;"></td><td style="width: 25px; height: 25px;"></td><td style="width: 25px; height: 25px;"></td><td style="width: 25px; height: 25px;"></td><td style="width: 25px; height: 25px;"></td><td style="width: 25px; height: 25px;"></td><td style="width: 25px; height: 25px;"></td><td style="width: 25px; height: 25px;"></td><td style="width: 25px; height: 25px;"></td><td style="width: 25px; height: 25px;"></td><td style="width: 25px; height: 25px;"></td><td style="width: 25px; height: 25px;"></td><td style="width: 25px; height: 25px;"></td></tr></table>																			
Mileage at Time of Repair:		Date of Repair:	/ /																	
Amount of Reimbursement Requested	\$																			

Attach the following:

- **Repair Order showing:**
 - Name & address of person paying for the repair
 - Vehicle Identification Number (VIN) of vehicle repaired
 - **Description of the problem repaired**
 - Date of repair, mileage at the time of repair and total cost of claimed repair expense
- **Evidence of Payment of Repair showing:**
 - Date of Payment
 - Amount Paid (e.g., copies of cancelled check or credit card receipt)

I certify that the documents attached to this Request for Reimbursement are true and accurate and should be used as the basis for a reimbursement to me under this campaign.

CLAIMANT'S SIGNATURE:

Signature

Print Name